

ACCESS AND INCLUSION PLAN 2004 - 2008

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1.0 Introduction

The City of Joondalup has adopted the following Disability Access and Inclusion Plan to ensure that all people can access council facilities, functions and services. The Plan is subject to review and may be amended and extended as priorities and needs change.

The City of Joondalup Plan includes;

- Information on council functions, facilities and services (both in-house and contracted),
- Policies about council's commitment to addressing access and inclusion
- A description of the process used to consult with people with disabilities, their families, carers, disability organisations and relevant community groups,
- Actions to overcome barriers that people with needs for access and inclusion identified during the consultation process,
- Timelines and the identification of officers responsible for the actions and tasks
- A method of review and evaluation of the plan, and
- Information about how the plan is being communicated communication strategy

2.0 Responsibility for the planning process

Implementation of specific actions within the Plan are in the main, the responsibility of Business Unit Managers within each Directorate. Recognition of this responsibility should be reflected in annual business plans and budgets (where extra resources are required).

Co-ordination of the implementation of the City's Access and Inclusion Plan will be the responsibility of the Community Development Officer.



3.0 Functions, facilities and services (both in-house and contracted)

The City of Joondalup provides;

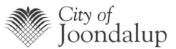
Services to property including construction and maintenance of roads, footpaths and cycle facilities; land drainage and development; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of building lots, street lighting; and bush fire control.

Services to the community including provision and maintenance of playing areas and reserves; parks and gardens and facilities for sporting groups, recreation centres, swimming pools, beaches, halls; citizenship ceremonies, public library and information services; environmental health services, senior citizens centres, youth services, financial counselling; cultural services; safety and security services; and planning for services for people in the community.

Regulatory services include planning of road systems, sub-divisions and town planning schemes; building approval for any construction, addition or alteration to a building; dog control including the registration of dogs; and the development, maintenance and control of parking.

General administration including the provision of general information to the public, the lodging of complaints and payment of rates.

Processes of government including ordinary and special council and committee meetings; electors meetings and election of council members.



4.0 Consultation Process

Sanderson-Green, a company specializing in Disability Service Plan reviews for Local Government, were contracted to undertake a review of the City's Disability Service Plan in November 2002.

Community Involvement in the Review

Questionnaires were made available at public venues throughout the City and to organisations that provide services for people with disabilities. An online questionnaire was also developed for input through the Internet. An advertising campaign was conducted in community newspapers and through posters advertising the consultation. The public was provided with options for returning completed questionnaires through access to collection boxes and/or reply paid envelopes.

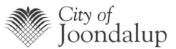
A total of 1452 residents of the City gave direct or indirect feedback that contributed to the review. Of this 1452, 102 people gave direct information about issues and access within the City of Joondalup. Service providers/interest groups represented approximately 1350 people with disabilities living or using services in the City.

The Australian Bureau of Statistics 2001 Census (used at the time of this study) has shown that 20% of people living in the City of Joondalup will have a disability. This equates to approximately 29,653 residents. The questionnaire therefore captured approximately 5% of the total population of people living with a disability in the City of Joondalup.

Staff involvement in the Review

A total of 40 staff gave direct input into the review. Consultation took place at individual and group meetings and through a staff forum.

Initially the Business Unit Managers were introduced to the review of the DSP as a whole group at a Business Unit Managers meeting in August 2002. Times were then organised for ½ hour to 1-hour meetings for them to meet the consultants individually or with key staff from their areas.



The consultant's were required to submit a draft Disability Access and Inclusion plan taking in to consideration the findings from the review. A copy of the review is attached.

In 2003, Community Development Services updated and modified the draft Plan whilst adding timelines, resources and Business Unit responsibilities. Meetings were held with all Business Units, and feedback from key professionals and professional bodies within the industry were sought. The Community Development Officer further developed the draft plan, to incorporate the City's Strategic Plan (2003 – 2008).

The draft plan was then made available for community comment. and no comments were received.



5.1 COMMUNITY WELL BEING

- OUTCOME: The City of Joondalup is a cultural centre
- OBJECTIVE 1.2 To meet the cultural needs and values of the community

STRATEGY 1.2.1 Continue to enhance and create new cultural activities and events

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
The accessibility needs of people are always considered in the cultural activities and events provided	1. Establish a user-friendly guide with checklists for all City run event coordinators to follow and comply with.	June 2004	Existing resources	Guidelines and Checklist are used by event coordinators	Community Development Services &
by the City ie, Joondalup Festival events, Little Feet, Extreme Expo and other community events	2. All City run event coordinating committees to liaise with the Community Development Officer prior to establishment of the event	June 2004	Existing resources	Ongoing monitoring program is implemented	Library and Information Services
	3. Advertise events on the website with a link outlining the accessible areas	Ongoing	Existing resources	Information on website is up to date	
People with needs for access and inclusion are encouraged to become involved and participate in cultural programmes and community events.	1. Involvement by people with needs for access and inclusion will be encouraged in events and cultural activities	Ongoing	Existing resources	Number of groups/individuals involved	Community and Development Services & Library and Information Services



COMMUNITY WELL BEING

OUTCOME:

The City of Joondalup provides social opportunities that meet community needs OBJECTIVES 1.3 To continue to provide services that meet changing needs of a diverse and growing community

STATEGIES 1.3.1 Provide leisure and recreational activities aligned to community expectations, incorporating innovative opportunities for today's environment

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
The accessibility needs of people are always considered in the leisure/recreational	1. Establish a user-friendly guide with checklists for all coordinators to follow and comply with	June 2004	Existing resources	Guidelines and Checklist are used by coordinators	Community and Development Services &
activities provided by the City	2. All leisure/recreation organisers to liaise with the Community Development Officer prior to establishment of activities	June 2004	Existing resources	Ongoing monitoring program is implemented	Library and Information Services
	3. Advertise programs/services on the website with a link outlining the accessible areas	Ongoing	Existing resources	Information on website is up to date	



ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
People with needs for access and inclusion are encouraged to become involved and participate in leisure/recreational activities provided by the City.	1. Involvement by people with needs for access and inclusion will be encouraged in leisure and recreational activities	Ongoing	Existing Resources	Number of groups/individuals involved	Community and Development Services & Library and Information Services



COMMUNITY WELL BEING

OUTCOME: The City of Joondalup provides social opportunities that meet community needs OBJECTIVES 1.3 To provide services that meet changing community needs, particularly for youth and seniors STRATEGIES 1.3.2 Provide quality of life opportunities for all community members.

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
A key role of the	1. Ensure the Community	June	Existing	Establishment of a	Community
Community	Development Officer is	2004	Resources	database of all	Development
Development Officer is	included in all matters			projects and	Services
to liaise with internal and external customers with regard	regarding accessibility and inclusion.			issues.	
to accessibility and inclusion.	 Ensure all projects and issues are included on a data- base 	Ongoing		Information is up to date	



OUTCOME The City of Joondalup has well-maintained assets and built environment.

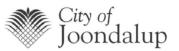
OBJECTIVE 3.1 To develop and maintain the City of Joondalup's assets and built environment

STRATEGY 3.1.1 Plan the timely design, development, upgrade and maintenance of the City's infrastructure

STRATEGY 3.1.2 Facilitate the safe design, construction and approval of all buildings and facilities within the City of Joondalup

STRATEGY 3.1.3 Create and maintain parklands that incorporate nature and cultural activities accessible to residents and visitors

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
All City of Joondalup	1. Produce a prioritised plan for	Mar	Existing	Plan endorsed by	Infrastructure and
infrastructure to be	conducting access audits of all	2004	Resources	Council	Operations
accessible to best	City infrastructures.				Services
practice standards					Directorate
	2.Undertake an access audit of all City infrastructure according	Ongoing	Dependent on Plan (Step 1)	Audits carried out according to	&
	to the plan			timelines in plan	Planning and Community
	3. Produce a plan of	Ongoing	Dependent on	Plan endorsed by	Development
	upgrading, refurbishing or redeveloping present		Plan (Step 1)	Council	Directorate
	infrastructure to make them more accessible				&
					Assets and
	4. Carry out works to the City's infrastructure as stated in the	Ongoing	Dependent on Plan (Step 2)	Works carried out according to	Commissioning
	plan			timelines in plan	



All City of Joondalup infrastructure to be accessible to best practice standards	5. Prepare a checklist for the purpose of assessing any new City infrastructure	Ongoing	Existing Resources	Infrastructure meeting checklist requirements	Infrastructure and Operations Services Directorate &
					Planning and Community Development Directorate
					&
					Assets and Commissioning



OUTCOME The City of Joondalup has well-maintained assets and built environment. **OBJECTIVE 3.1**

To develop and maintain the City of Joondalup's assets and built environment

STRATEGY 3.1.2 Facilitate the safe design, construction and approval of all buildings and facilities within the City of Joondalup STRATEGY 3.1.3 Create and maintain parklands that incorporate nature and cultural activities accessible to residents and

visitors

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
All City of Joondalup facilities to be accessible to best practice standards	1. As part of an overall information strategy, develop a brochure to publicise accessibility and advertise it widely	Dec 2004	\$10 000	Brochure distributed and advertised	Community Development Services & Marketing Communication & Council Support



OUTCOME The City of Joondalup is recognised as a great place to visit OBJECTIVES 3.2 To develop and promote the City of Joondalup as a tourist attraction

STATEGIES 3.2.3	Develop marketing strategies to support the promotion of the City of Joondalup as a tourist attraction

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Implement a marketing	1. Develop a map of attractions	Dec	Existing	Map distributed	Community
strategy promoting	highlighting the accessibility of	2004	Resources	and advertised	Development
accessibility of the City's attractions	attractions and disabled toilets				Services
	2. Provide this map to all service providers in the region		(resources contained in		&
	as well as those that may visit		brochure		Marketing
	the region		development)		Communication & Council Support



OUTCOME The City of Joondalup is recognised as a great place to visit

OBJECTIVES 3.2 To develop and promote the City of Joondalup as a tourist attraction

STATEGIES 3.2.3 Develop marketing strategies to support the promotion of the City of Joondalup as a tourist attraction

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Promote the positive achievements of the City in terms of access in the region	1. Write regular articles for the Council News (quarterly) promoting access and inclusion	Ongoing	Existing Resources	At least two articles per year are included in the Council News	Community Development Services &
	2. Maintain and update the City of Joondalup website to include this information	Ongoing	Existing Resources	Information on Website is up to date	Marketing Communication & Council Support



OUTCOMEThe City of Joondalup is recognised for investment and business development opportunitiesOBJECTIVE 3.5To provide and maintain sustainable economic developmentSTRATEGY 3.5.1Develop partnerships with stakeholders to foster business development opportunities

OUTCOME	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Development of an information package and support service to	1. Develop package	June 2005	\$7000	Package is completed	Strategic and Sustainable Development
local businesses that promotes opportunities for attracting	2. Promote the package	Dec 2005	(as above)	Promotion is completed	
customers with needs for access and inclusion.	3. Develop a support service to assist businesses to improve access and inclusion through Disability Access and Inclusion training	Mar 2006	\$2000	Training programme has been established	



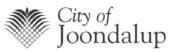
OUTCOMEThe City of Joondalup is recognized for investment and business development opportunitiesOBJECTIVE 3.5To provide and maintain sustainable economic developmentSTRATEGY 3.5.2Assist the facilitation of local employment opportunities

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Create a policy that develops a City workforce that reflects the community diversity	1.1 Liaise with employment agencies for people with a disability to create training opportunities within the City structure	June 2004	Existing resources	All employment agencies have been contacted	Human Resource Services
	1.2. Create a system that allows trainees to move into part or full time employment if opportunities arise	June 2004	Existing resources	System has been completed and endorsed	
	1.3. Provide training and support for employees who undertake a mentoring role for trainees from the scheme	Dec 2004	Existing resources	Support is provided	



OUTCOMEThe City of Joondalup provides quality value adding servicesOBJECTIVE 4.2To provide quality services with the best use of resourcesSTRATEGY 4.2.1Ensure efficient and effective service delivery

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
The progress of the Disability Access and Inclusion Plan is reported on quarterly by all Business Unit Managers. The information provided will be used by the Community Development Officer for keeping other agencies and levels of government informed of progress and of opportunities for service development for people with needs for access and inclusion	 Community Development Officer to be included on the Business Unit Managers meetings agenda quarterly Community Development Officer to attend these meetings and report accordingly 	Ongoing	Existing resources	Establish and maintain a reporting system with up to date information	All Business Units

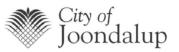


Distribute the Disability Access and Inclusion Plan to staff, volunteers and Councillors	1. Make the Disability Access and Inclusion Plan available to all staff throughout the organization	June 2004	Existing resources	The Plan has been located on the website and intranet	Community Development Services
Councillors	2. Copies of the plan to be kept by designated personnel in each area	June 2004	Existing resources	Identify and keep a record of key personnel in each area	
	3. Provide information to staff that meet the same criteria as for the general public, with an emphasis on font size, background, Plain English etc	June 2004	Existing resources	Information packages provided to all areas	
	5. Present initial plan and subsequent progress to annual staff conference.	Ongoing	Existing resources	Present at staff conference	
Establish a knowledge base of Government contacts and sources of funding for initiatives that support people with needs for access and inclusion. Additional knowledge to include government policies and current perspectives.	1. Keep Business Unit Managers up to date with information relevant to their areas	Ongoing	Existing resources	Establish a link on the intranet for access and inclusion information	Community Development Services



OUTCOMEThe City of Joondalup is recognized as a great place to visitOBJECTIVES 4.2To provide quality services with the best use of resourcesSTRATEGY 4.2.2Provide quality customer service

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
The City actively seeks information from residents and service users concerning customer service issues for people with needs for access and inclusion	1.Establish a database of people with needs for access and inclusion that are willing to contribute to regular surveys on customer service issues.	April 2004	Existing resources	Establish a data base Maintain data base with up to date information	Marketing Communication & Council Support & Community Development
Advertise complaints procedure and policy on the website and other media outlets	 Ensure the current brochure and website information is published in best practice format The brochure is available on request in alternative formats 	June 2004	Existing resources	Access and inclusion guidelines have been taken into account in the public website redevelopment Guidelines to staff are available	Services Marketing Communication & Council Support



Customer service is improved by using information technology	1. Develop a link of the Joondalup website for access and inclusive information dissemination	Dec 2004	Existing resources	Link is established on website and information is up to date	Community Development Services &
	2. Provision for people to make comments and give feedback is available on the website			Customer Feedback mechanism is available on the website	Marketing Communication & Council Support



- OUTCOME The City of Joondalup is recognized as a great place to visit
- OBJECTIVES 4.2 To provide quality services with the best use of resources

STATEGIES 4.2.3 Further develop a range of services that are proactive, innovative and of best practice to meet organizational requirements

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
Submit best practices for various awards offered throughout Australia and the world.	 Investigate Access Awards available throughout Australia and the world. Place City of Joondalup on mailing lists of these Access Awards Submit the City of Joondalup for Access Awards 	Ongoing	Existing resources	Submission file is established	All Business Units



OUTCOME	The City of Joondalup is an interactive community
OBJECTIVE 4.3	To ensure the City responds to and communicates with the community
STRATEGY 4.3.1	Provide effective and clear community consultation

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
People with needs for access and inclusion are actively consulted by the City	1.Investigate effective options regarding future consultation	Dec 2004	Existing resources	A report with recommendations is finalized	Community Development Services
	2. From the investigation, endorse and undertake one of the recommended options	June 2005	Subject to report	A system of consultation is maintained	
Ensure people with needs for access and inclusion are included in the current database of people who wish to	1. Actively seek to expand the list through contact with organizations and through advertising.	Dec 2004	Existing resources	People with needs for access and inclusion are on the list.	Strategic and Corporate Planning &
be consulted on the activities of the City.					Community Development Services



OUTCOMEThe City of Joondalup is an interactive communityOBJECTIVE 4.3To ensure the City responds to and communicates with the communitySTRATEGY 4.3.2Provide accessible community information

ACTION	TASKS	TIME FRAME	RESOURCES	PERFORMANCE INDICATOR	BUSINESS UNIT RESPONSIBLE
All information to be available in alternative formats upon request from customers	 Establish avenues to produce material in various formats as requested: Braille Large print Audio tape Internet Advertise these to all staff 	June 2004	\$500 annually	Guidelines are advertised to all staff	Community Development Services & Marketing, Communication & Council Support
Conduct appropriate advertising when events, public meetings, workshops or forums occur.	 Establish a user-friendly Guide with checklist to follow and comply with. All public consultations and meetings to be held in accessible venues and be promoted as accessible 	June 2004	Existing resources	Guidelines and checklist are used All public consultations are advertised as accessible	All Business Units



All City online services acknowledge best practice approaches of service delivery to people with needs for access and inclusion	1. The public website redevelopment project effectively applies the City of Joondalup Website Design Standards and includes other relevant access and inclusion best practices as appropriate.	June 2004	Existing resources	Evaluation and development of program finalized	Information Management
	2. Incorporate access and inclusion best practice into the planning of all future online services as appropriate.	Ongoing	Existing resources	Access and inclusion best practice has been considered	
Develop a link on the Joondalup website that outlines community development activities and events accessible or designed for people with a disability	1. Develop a comprehensive web link.	Dec 2004	Existing information	Website link has been established and information is up to date	Community Development Services
The accessibility needs of people are always considered with regards to Libraries and Library programs provided by the City	1. Each library to have a designated person trained in access support	Dec 2004	Existing resources	There is a designated access support person in each library	Library and Information Services



The accessibility needs of people are always considered with regards to Libraries and Library programs provided by the City	2. The designated person to establish a network and relationship with the Community Development Officer, disability services and relevant organizations	Ongoing	Existing Resources	Regular meeting are established between community Development Officer and Library Access Support person	Library and Information Services
Libraries in the City to keep up to date with technologies suitable for a wide range of access and inclusion	1. Maintain and extend all library technology in order to ensure the widest possible service access by all community members	June 2004	Existing Resources	To be incorporated into library technology plan	Library and Information Services



OUTCOME: The City of Joondalup is recognized as an Employer of Choice

OBJECTIVE 4.5 To manage our workforce as a strategic business resource

STRATEGY 4.5.3 Implement a structured employee training and development plan

ACTION	TASKS	TIME	RESOURCES	PERFORMANCE	BUSINESS UNIT
		FRAME		INDICATOR	RESPONSIBLE
Develop a range of	1. Establish a compulsory	Dec	HR Consultant	Completed and	Human Resource
access and inclusion	Access and Inclusion	2004		endorsed program	Services
awareness and skill	Awareness Basic course			for training course	
building courses that					
staff, volunteers and	2. Establish a database of staff	Dec	HR Consultant	Completed	
councillors can access	that have completed this basic	2004		database that is up	
according to their	course			to date	
needs and level of skill					
development	3. Establish Advanced Access	June	HR Consultant	Completed and	
	and Inclusion Awareness skills	2005		endorsed program	
	development courses to meet			for training course	
	specific work areas				
Specific courses to be	1. At the conclusion of basic	On	HR Consultant	Course evaluation	Human Resource
developed to enhance	training courses participants	going		sheets are	Services
skills of workers	are asked to identify any			completed	
specific to their work	specific skills they require for				
setting	improved customer service.				
					Human Resource
	2. Collate responses and tailor	Jan	HR Consultant	Training programs	Services
	training specific to the work	2005		are tailored to	
	areas			each work area	



6.0 Review and Evaluation Mechanisms

Review and Monitoring

The progress of the Disability Access and Inclusion Plan will be reported on quarterly by all Business Unit Managers. The information provided will be used by the Community Development Officer for keeping other agencies and levels of government informed of progress and of opportunities for service development for people with needs for access and inclusion.

The Community Development Officer will prepare a report to council on the implementation of the disability access and inclusion plan. A status report will be provided to council every six months after that. Council will formally endorse these reports.

A status report will be included in the City of Joondalup's annual report.

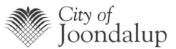
Evaluation

Once a year the Community Development Officer will arrange for formal consultations with people with disabilities, their families, carers, disability organisations and the Seniors Interest Advisory Committee. This will provide an update on the implementation of the plan and feedback on how well strategies are overcoming barriers.

In seeking feedback the Community Development Officer will also seek to identify any additional barriers that were not identified in the initial consultation and will amend plans as required.

Council will use a number of processes similar to those used during the initial consultations including; questionnaires, forums and request for formal submissions (both oral and written). People and organisations that took part in the initial consultations will be contacted for feedback.

Elected members of Council and Council officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.



The Plan will be evaluated annually. A review and evaluation report will be sent to Council for their information and amendments to the plan need to be endorsed by Council.

Amend Plans

Plans will be amended based on the outcome review and evaluation process and will be available to the community once endorsed by council. Plans will be submitted to the Disability Services Commission annually.



7.0 Communication Strategy

Staff, Volunteers and Councillors

The Plan will be available to all staff, with copies of the plan to be kept by designated personnel in each area. The Plan will be advertised widely to ensure staff know of its existence and where it is available

The finalised plan will be sent through to Council for endorsement with future training and information available to all Councillors.

With regards to the community, the plan will be placed on the City of Joondalup's website on the proposed access and inclusion link.

Council will advise through the local media and its own publications that copies of the plan are available upon request and in alternative formats if requested.

Each year as plans are amended both staff and the community will be advised of the availability of the updated plans.